

Problem Solving vs. Decision-Making

- **Problem-solving** is a set of activities designed to analyze a situation and find, implement, and evaluate solutions.
- **Decision making** is making choices at each step of the problem-solving process.

Emergency decision making begins with EOPs and SOPs--before disaster strikes.

The Problem-Solving Model

- Identify the problem.
- Explore alternatives.
- Select an alternative.
- Implement the solution.
- Evaluate the solution.

Factors That Affect Decision Making

- Political
- Safety
- Financial
- Environmental
- Ethical

Decision-Making Styles

- Sensing (stability)
- Intuition (innovation)
- Thinking (effectiveness)
- Feeling (integrity)

Four Ways to Make a Decision

- Individual
- Consultation
- Group
- Delegation

Attributes of Good Decision Makers

- Knowledge
- Initiative
- Advice-seeking
- Selectivity
- Comprehensiveness
- Currency
- Flexibility
- Good judgment
- Calculated risk-taking
- Self-knowledge

Ethical Don'ts

- Don't exceed your authority.
- Don't use your position to seek personal gain.

Avoid even the appearance of ethical violations.

Ethical Do's

- Place the law and ethical principles above personal gain.
- Act impartially.
- Protect and conserve agency property.
- Put forth honest effort.

Components of Ethical Decisions

- Commitment or motivation
- Consciousness or awareness
- Competency or skill